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INTELLECTUAL PROPERTY / TECHNOLOGY LAW
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EXAMINER	
NGUYEN, PHUNG HOANG JOSEPH	
ART UNIT	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/549,392	ANTILLI, DAVIDE	
	Examiner	Art Unit	
	PHUNG-HOANG J. NGUYEN	2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *12/08/2009*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *17,22-27 and 31-42* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *17, 22-27, and 31-42* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. Applicant's amendment filed 12/8/09 has been carefully considered and has been entered.

Claims amended: 17 and 22-24.

Claims cancelled: 1-16, 18-21 and 28-30.

Claims newly added: 31-42.

Claims pending: 17, 22-27 and 31-42 with claims 17, 22 and 33 being independent.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

3. Claims 17, 22-27 and 33 are rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Wildman et al. (EP 1 168 791) and further in view of Clark et al (US Pub 2002/0143662) and/or Ooki (US Pub 0133562) and/or Isotalo (US Pat 6671366).

Claims 17, 22-27 and 33, Wilson teaches a method, a communication device/system for establishing a connection between a contact requester and one or more of a plurality of communications centers, the communications system comprising:

a message receiver for accepting a message and a contact number sent from a mobile station **(a message decoder for receiving a text message from a mobile station of a mobile radio communication…, par. 0023);**

a parser for parsing the message and identifying one or more identifiers in the message, including a destination identifier **(call connection means sending an identification signal characteristics of the telephone number and said mobile station, par. 0023);** and

Furthermore, Wilson teaches the communications device **(Mobile station, MS 1, see fig. 2)** comprising:

a display device for displaying a graphical user interface; a first memory for storing a plurality of icons for display on said graphical user interface; and a second memory for storing a plurality of destination numbers associated with one or more of the plurality of icons **(By inherence, it is clear to the ordinary skilled artisan that Wilson teaches a mobile communication network using the Mobile Application Protocol MAP with dialing system would be comprising of GUI display where the screen display would list the information in text or icons, a memory to store the telephone numbers (Dialed, Received, Missed numbers)** and thus allow the user to build his own database of address book or contact list). Furthermore, Wilson teaches a communication device **(mobile telephone)** has memory for storing telephone numbers and appropriate alphanumeric identifiers **(par. 0013-0015),** Short Message Service forming part of the GSM standard enables alphanumeric text messages to be sent to the destination including a database for providing information in response to a query

(par. 0017); the communication device sends message to the database ADDD that storing destination numbers associated with contact number **(par. 0027).** Furthermore, Wilson teaches the destination and the contact number and though Wilson teaches the call setup by translating a text message as a request for a call connection to a telephone number associated with the text message **(Abstract).**

Wilson teaches a connector **(call connection system CCS of fig. 1)** which uses the destination identifier and the contact number to first attempt to automatically establish a first telephonic connection between the connector and a requested one of the plurality of communications centers and subsequently establish a second telephonic connection between the connector and the contact requester, thus establishing a complete connection between the contact requester and the requested one of the plurality of communication centers *(call connection system provides communication with a mobile station (caller) MS, and with a destination/service, par. 0026-0027. Once again, destination/service is mapped to one of the call centers).*

Wilson is silent on "plurality of icons associated with services offered by at least one of the plurality of the communication centers"

Clark teaches the claimed feature as Clark discusses screen interactive display to facilitate the purchase of goods and/or services wherein **"The processor, in response to the one or more instructions, provides a catalogue of one or more product categories in a first frame of the display, and provides, in a second frame of the display, a list of one or more products in a product category selected by a user. The list includes an icon next to each product", Abstract, [0033, 0038].**

Therefore, it would have been obvious to the ordinary skilled artisan at the time of the invention was made to incorporate the teaching of Clark into the teaching of Wilson to provide one of the most convenient methods of buying goods/services with a simply click on an icon representation of specific good, or service. This incorporation is good for the consumer in term of convenience. It is also good for the advertiser/service provider in regard to marketability.

Wilson is also silent on "wherein at least one of the establishment of the first telephonic connection and the establishment of the second telephonic connection between the connector and the contact requester is repeatable until the complete connection is established".

Wildman likewise teaches a connector *(call-back handler)* which uses the destination identifier and the contact number to first attempt to automatically *(call-back handler may also include a voice call handler 143 for automatically dealing with voice call, par. 0064)* establish a first telephonic connection (connect the callback-handler to the client, par. 0015, 0016, 0017, 0019) between the connector and a requested one of the plurality of communications centers *(ACD centers)* and subsequently establish a second telephonic connection between the connector and the contact requester *(when this occurs, the call-back handler dials (31) the original caller directly and connects together (33) the calls to the client and to the caller whereby the caller is connected to the client (7), par. 0047)*, thus establishing a complete connection between the contact requester and the requested one of the plurality of communication centers. Furthermore, Wildman describes a connection acceptor for accepting a communications

center connection and for passing the request to one of the plurality of work stations *(see fig. 7 and 8 for the process of a call setup is taken place. Par. 0074-0077 and 0080-0084).*

In support for what Wilson is missing or stays silent, Wildman teaches the establishment of the first telephonic connection and/or the establishment of the second telephonic connection between the connector and the contact requester is repeatable until the complete connection is established. *(See fig. 7 for the Retry in X minutes, the number is busy or unobtainable, a system alert is issued (73) and the call put in a virtual queue (75) for retry in a predetermined number of minutes (77), par. 0075. Also see fig. 7, label 93) f*or the purpose of persistently using the callback handler to make connection between a client and an agent for customer's satisfaction in response time as well as avoiding losing a customer to a competitor.

Therefore, it would have been obvious to the ordinary skilled artisan at the time of the invention was made to modify Wilson's method and system to include the element of repeating call attempts until the connection is established. As appreciate by the ordinary artisan, this modification will only require a minor change in routine coding without a major change in Specifications and Requirement (See detail argument further below). This modification from the business perspective will eliminate the waiting in the queue problem where the “callers to a call centre frequently object to being held in a queue and can become irate or hang up if they have to wait too long. Those customers may then take a service to a competitor, or simply not call back (par. 0007).

Both Wilson and Wildman do not explicitly teach (more on claim 17) a step of updating, on a mobile station, at least one of a plurality of destination identifiers establishing the identity of one of a plurality of communication centers; Nor do they teach (more on claims 22 and 33) "an update system for periodically updating at least at least one of the plurality of icons or the plurality of destination identifiers by means of data transfer".

While examiner reads/believes that updating "an icon or the plurality of destination identifiers" is quite commonly practiced. Examiner provides:

(i) Ooki (US Pub 2003/0133562) teaches **"A user of the terminal 101 drags and drops the icon 401 of the registered destination to the icon 405 of the destination terminal by using the mouse. At this time, the screen as shown in FIG. 7 is displayed. On the screen as shown in FIG. 7, a unidirectional dotted arrow extending from the icon 407 representing the self-terminal 101 to the icon 405 of the destination terminal is displayed. With this display, the terminal 101 shows the user that the terminal 101 is calling the destination terminal represented by the icon 405", [0061].** Or **"the exchange apparatus 111 updates the current connection information table and transmits a "connection table updating notice" message including the updated current connection information table to the terminals 101 and 102. When the terminal 101 receives the "connection table updating notice" message, the terminal 101 updates the screen as shown in FIG. 20 into a screen as shown in FIG. 21, [0080]".** Or **"The user A drags and drops the icon 414 representing the recording device 108 to the icon 405 representing the**

terminal 102 by the mouse on the terminal 101. The terminal 101, then, transmits a "connection request" message including: a first connection request table having source information (type: extension, telephone number 101, name A) in the column 301, destination information (type: extension, telephone number 102, name B) in the column 302, and a connection direction (both directions) in the column 303", [0083].

Therefore, it would have been obvious to the ordinary skilled artisan at the time of the invention was made to incorporate the teaching of Ooki into the teaching of Wilson, in view of Wildman, including an update feature/system where both ends of the communication is constantly aware of each other status. This modification would involve a little code modification and still conforms to the industry standard and requirement.

(ii) Isotalo also teaches the claimed feature as Isotalo discusses **"Once a suitable destination number 6 has been found, SCP 3 can reserve it for the incoming call by correspondingly updating the data in DB 8. 43) SCP 3 commands SSP 2 to route the call to the relevant connection 6, through public telephone network 4. 44) The call is connected to destination number 6. 45) At the same time, SSP 5 of destination number 6 transmits information on the connected call to its own SCP 7. 46) SCP 7 updates the data in DB 8 on the state of destination number 6, signifying here that connection 6 is busy",** (col. 5, lines 17-30).

Therefore, it would have been obvious to the ordinary skilled artisan at the time of the invention was made to incorporate the teaching of Isotalo into the teaching of

Wilson, in view of Wildman, including an update feature/system where both ends of the communication is constantly aware of each other status. This modification would involve a little code modification and still conforms to the industry standard and requirement.

Claim 31, Wilson is silent but Clark teaches plurality of reference numbers is stored as an entry in a flash memory component (Clark: 0046) and is periodically updatable by means of an SMS, GPRS (General Packet Radio Services) or UMTS (Universal Mobile Telephone Services) data transfer.

Claim 39, Wilson teaches the message is in either a text format (SMS text message, par. 0027, an audio format, a video format or an image format.

As to claim 40, Wilson is silent but Wildman teaches at least one timer for timing the length of time required to established the communication center connection ([0010] and [0036] - *where Wildman discussed handling a call back queue with a time controller, and arranging to place a pre-determined number of calls at one time, hence it would have been obvious to one of ordinary skill in the art that the time controller for timing the length of time required to establish the connection*).

Claim 41, Wilson is silent on the request queuer places the request at the bottom of the queue if a contact requester connection between the connector and the contact requester cannot be established.

It is however obvious to the ordinary artisan of the principle in the call distribution center where queuing process is basically designed to provide the fairness of waiting

time in the queue. If an attempt to connect to an agent or any specific agent (special skill) fails to reach, it is only fair to return to the bottom of the queue.

Claims 32, 34, 35, 36, 37, 38, 42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Wildman et al. (EP 1 168 791) and further in view of Clark et al (US Pub 2002/0143662) and/or Ooki (US Pub 0133562) and/or Isotalo (US Pat 6671366) and further in view of Delaney (US Pub 2004/0062380).

Claims 32, 34 and 37-38, Wilson is silent but Delaney teaches a look-up table having a list of the plurality of communications centers and a correlated list of destination identifiers, whereby the connector is adapted to use the look-up table to establish the requested one of the plurality of communications centers from the destination identifier **(the network management server (see FIG. 8) has a database 48 in which records 50 are stored for each registered call centre server. A database updating function 52 uses the information received at the web server to populate a record for the remote call centre, step 54. The record 50 (see FIG. 4) includes details identifying the call centre, the IP or network address of the call centre, a list of controlled directory numbers (CDNs) at which calls arrive at the remote contact centre, a total number of agents available at the centre, details of the aggregate skillsets at the call centre, the particular skillset matrices for the individual agents of the centre, and a current status of each agent, [0116] and also fig. 4).**

Claim 35, Wilson is silent but Delaney teaches a request queuer for queuing in a queue attempts to establish the connection between the contact requester and the requested ones of the plurality of communications centers **(The call remains queued until the agent in question becomes available, at which point the PBX transfers the call, [0127]).**

Claim 36, Wilson is silent but Delaney teaches the connector establishes a telephone connection between the contact requester and a staff member at the requested one of the plurality of communications centers **(As illustrated in FIG. 2, each call centre includes a private branch exchange (PBX) 28 which is connected to the PSTN 20 to receive and handle calls in known manner. A plurality of agents 30 are connected to the PBX to deal with customer calls (or contacts of other media types), [0108]).**

Claim 42, Wilson is silent but Delaney teaches the connection system further including a list of staff members at the plurality of communications centers to whom requests may currently be sent (see fig. 1 and 2 for plurality of call centers and list of agents. Also see claim 34).

Response to Arguments

Applicant's arguments with respect to claims 17, 22-27 and 31-42 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP

§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to PHUNG-HOANG J. NGUYEN whose telephone number is (571)270-1949. The examiner can normally be reached on Monday to Thursday, 8:30AM - 5:00PM EST.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Curtis Kuntz can be reached on 571 272 7499. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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